

## MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: **July 1 – November 30 2018**

**Agency Name: Iowa Able Foundation**

**Program Name: Financial Coaching**

Brief Description of Program: Free financial coaching offered in both a one-on-one and group setting available to the disability community we serve in Story County.

**1. Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

Iowa Able Foundation has experienced a significant transition during this reporting period. A new executive director was hired on a part-time basis in August, but then was quickly moved to full-time after the finance director and Black Hawk financial coach submitted their resignations. Prior to these two resignations, two other Iowa Able team members submitted their official notices of resignation.

The organization relied on the former executive director and finance director to assist with the transition which included the following: general organizational orientation, trainings, representation at key meetings, daily Q&A sessions, participation and feedback for vacant positions, and other advice about tasks and operations.

Fortunately, the Story County financial coaching program continued without disruption, allowing Iowa Able clients to work with a financial coach professional free of charge. Carolyn Steckelberg serves as Iowa Able Foundation's financial coach serving only Story County. Ms. Steckelberg's experience includes the following: Family Financial Counselor, Job Coach & Family Development Specialist, Mid-Iowa Community Action, Inc.; Faculty Member, Iowa State University; Women With Initiative Mentor, United Way of Story County; and other volunteer positions related to financial counseling and diversity related issues.

Iowa Able Foundation refers Story County clients to the financial coach. The expectation is that the financial coach will work with the client to review and address any issues with their credit report. The coaching sessions are to help the client set, meet or exceed financial goals while learning about budgeting and other money related topics. Ms. Steckelberg meets one-on-one with clients to provide individualized attention and privacy.

Iowa Able Foundation also hosts group classes. While a class was not offered in Story County during this period of the grant, Iowa Able Foundation would like to host a workshop in Spring/Summer 2019. The class provides an interactive learning opportunity, but also helps introduce participants to the Iowa Able program and coaches.

**Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Ms. Steckelberg submits a monthly invoice and report of outcomes which is summarized as follows:

Direct Coaching Hours: 40.25 hours  
Indirect Coaching Hours: 20.75 hours  
Training: 3 Iowa Able Foundation training sessions

Iowa Able Foundation is in the process of reviewing the financial coaching program and standard operating procedures of how the organization measures success for clients. Iowa Able currently measures success by reviewing credit score improvement and program evaluations. The financial coaching standard operating procedures requires financial coaches to implement individual goal setting which may not be reflected on the credit report, but is beneficial to the client becoming financially responsible and independent.

**Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

Coach/Client Goals Accomplished Examples:

- Client received energy assistance (UHEAP) credit of \$400+
- Client visited Food at First and Bethesda food pantries
- Client tracked food expenses
- Client completed application for energy assistance
- Completed updated monthly spending plan with client
- Completed Barriers to Your Ideal Career Worksheet, SmartAboutMoney.org with client
- Client canceled Spotify membership
- Client developed action plan to respond to significant increase in rent
- Client completed application for City of Ames Transportation services
- Client provided copy of lease to CIHRA for rental assistance
- Client is scheduled for medical appointment using Family Planning Program
- Drafted email message to ISU to request information about Total and Permanent Disability Discharge status for client's account receivable balance and institutional loan balance as being reported on credit report

Quantitative data for these clients is not available at this time. This data will be available six months after their coaching begins as credit reports are obtained every six months. Borrowers have achieved goals not easily measured or reflected on their credit report including

establishment of a retirement account, developing and implementing a budget, obtaining and deciphering their credit report, and creating a cash flow to understand where their money is going.

**2. Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**

Ms. Steckelberg helps Story County coaching clients connect to community services that they were not aware of (ie: utility assistance, legal aid, student loan forgiveness). Community referrals include the following:

- United Way of Story County
- DMAC Workforce Training Academy
- Uber
- Goodwill job placement services
- Disability Rights of Iowa
- Safelink or Assurance Wireless for Lifeline mobile phone program
- Good Neighbor Services
- Story County Human Services Council
- NAMI
- Habitat for Humanity
- Iowa State University Extension and Outreach
- Iowa State University
- JoyRide Transportation services
- Youth and Shelter Services
- Mid-Iowa Community Action, Inc.
- LIHEAP
- Aging Resources of Central Iowa
- Mary Greeley

In addition, Ms. Steckleberg meets with some of her clients in the community. Locations include Ames Public Library, South Duff Apartments, Stomping Grounds, and other places.

The community has benefitted from the availability of free financial coaching without being a part of the loan program at the Iowa Able Foundation. Clients with the assistance of Ms. Steckelberg arrange affordable payment plans with debtors to satisfy their debt and improve their credit, which benefits the community.

**3. Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

Ms. Steckelberg has reported that barriers encountered working with Iowa Able clients are due to conflicting schedules which makes it difficult to schedule a time that works with the client. Communication can be particularly difficult in the months when clients cannot access their telephone, email, or transportation due to their financial circumstances.

The other barrier encountered is the organization's transition. Because of the change in staffing, it has been challenging as not only has Ms. Steckleberg been serving her current roster of clients, but answering the numerous questions of the new executive director, loan officer, and program manager. She has also had to fill-in as the other coaches have either drastically reduced their caseload or no longer employed with Iowa Able Foundation.

Iowa Able Foundation has also been reviewing all policies and procedures which could be interpreted as a barrier because it has created pauses in the system to address issues.

**4. Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

The Iowa Able Foundation has been able to serve five clients in the Story County area from July through November.

**5. Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

Yes. Iowa Able Foundation has created a waiting list to ensure that each financial coaching client has the individualized attention needed to meet their goals. There are 7 individuals on the waiting list. The goal is to have each person on the waiting list assigned to a financial coach in the early part of 2019.

**6. Comments:**

Financial coaching in Story County during this time period was only one-on-one sessions. A Group class is anticipated to be scheduled in the second half of the year and will be reported on in the final year end reporting.

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No